

## What We Learned

The Library would like to thank everyone who took the time to complete our recent online survey. Over 2,000 patrons responded to the survey, and we are grateful for all the useful information that we received. It is clear that the Tempe Public Library has strong support from our users, and we are happy to receive your comments and suggestions for additional ways we can improve.

We'd like to share a few things that we learned from the survey, and tell you what we'd like to do in response.

- **You would like to be able to renew items more than two times.**

We have good news. We recently changed our policy so that all items can be renewed up to three times, as long as there are no holds for that item. In the case of our 28-day loan items, the three-renewal limit will give patrons the potential to have those materials on loan for as long as 16 weeks.

- **You would like to be able to place holds on items that show “Checked In” in our online catalog.**

We're going to begin a trial period where holds may be placed on available items, and as long as our staff can keep up and we can house the increased volume of holds on our holds shelving, we'll keep it going permanently. It is now possible to place holds on available items in our catalog. Please be aware that there will be a time delay between the moment you place the hold, and the moment when the item appears for you on the hold shelf. You will receive a regular hold notification by email or telephone when the materials are ready to be picked up.

Please stay tuned and check our website for additional details while we work out the system and train our staff. We hope this helps you get the materials you want.

- **You really like the eBooks and downloadable audiobooks available from the Greater Phoenix Digital Library, but you sometimes need help.**

It can be difficult figuring out how to get the downloadable content selected, checked out, and loaded onto your computer or portable device. We're going to offer recurring free, open classes where you can bring your device and get help. For the schedule and more information about these classes, please ask at any service desk or check our web site at [www.tempe.gov/library](http://www.tempe.gov/library). In addition, please be sure to look at the help pages offered by the Greater Phoenix Digital Library at <http://overdrive.phoenixpubliclibrary.org>. They offer in-depth, device-specific help 24/7/365.

- **Our DVD collection needs some attention.**

A number of you reported that you have had many frustrating experiences checking out DVDs (and also music CDs) that are damaged and will not play correctly. Unfortunately, we are unable to screen our DVD's for problems when they are returned to us, but we do have a machine that can resurface the discs to extend their life. We would ask that you help us identify damaged discs, and tell us about any disc that would not play. You don't have to wait in line to tell us this—even a little note inside the container will help. At our inside book drop, we've placed pink slips for you to tear off and stick in the DVD or CD box. This will flag these items to go up to our volunteers for inspection and repair. The more discs that we are aware are damaged, the better we can maintain the collection, including ordering replacement copies if needed.

- **Collections targeted for improvement**

We received some great ideas from your suggestions in the survey about how to augment our collections in certain areas. Thanks for the feedback. We'd also like to point you to our "Suggest a Title for Purchase" page on our catalog. This is a place where you can directly suggest to us an item that you'd like to see in the collection. While there are many variables for purchasing materials (out of print, unavailable from our vendor, the scope of the current collection, etc), we consider it a top priority to get the materials you want into the collection. Please don't hesitate to use this feature!

- **Long lines / How to get assistance from a librarian.**

We know you are busy and standing in line is no fun. We do our best to work through the lines at the service desks in a fair and equitable manner. Lately, you might have noticed that our phones at the main desk aren't ringing as much, and this is due to the City of Tempe's new 311 service that is being rolled out citywide. So far, this has greatly improved the wait times in lines at the desks, simply because we can now focus on the person standing in front of us instead of being interrupted by ringing phones. In addition, we want to remind you that we have many services available to you online. You can place holds, pay fines, and use research databases all from the comfort of your own computer, 24/7/365. The more you use these features from home, the less time you'll need to spend in line.